

DEBT COLLECTION - FINDER

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DCFinder is an application used by Debt Collection to process tax refund garnishments. Finance has a program (Finder) where tax refunds are matched against state debts. Refunds matching state debts can then be garnished. Debt Collection participates in this program. A file with all open accounts is sent to Finance to match against the Tax refunds. When matches occur, data is shared with Finance to tell them how much to garnish. Garnishments are deposited in Debt Collection's account.

This system automates and tracks the tax refund garnishment process for Debt Collection. A web application is used to view and process potential garnishments. The system looks up the balance from the Debt Collection Management System and creates a report for Finance to let them know how much to garnish. When garnishments are received, payments are created in the Collection Management System (dcCMS). Letters are created and sent to debtors.

The hours of support required for Finder are listed below.

Application	Support Hours	Days of Week
Finder	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Finance Interface	Files are loaded into the database through the web application.
Auto Lookup	The application looks up data in the dcCMS and creates a garnishment report for Finance.
Auto Payments	Payments are automatically generated from this application and put into dcCMS.

State of Utah

Product Description

Data Availability	The web application allows users to view data and process the data from the interface files. It allows for manual intervention where necessary.
Letters	Data is extracted from the database and merge letters are created to send to debtors.
Auto Matching	The application also matches accounts from the dcCMS to data received from the DMV to find social security numbers for debtors where we are missing that information.

Features Not Included

Feature	Explanation
All items not included in the design	Functionality that is not included in the design of dcFinder or explicitly required or agreed upon is not included.

Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support	See DTS Approved Rate
Rates for Database	The database is Oracle and DTS maintains the server for that database	See Database Product Description
Storage	Storage	See Storage Product Description
Rates for Hosting	DTS hosts the web application	See Hosting Product Description

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the OSDC DTS IT support staff in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by OSDC.

DTS Responsibilities

DTS is responsible for:

- Utilizing DTS methodologies for development and implementation of changes and enhancements.
- Being able to customize the deliverable as requested by the customer.
- Maintaining the system per the request of the user within the hourly rate.
- Managing the project for making enhancements.

Agency Responsibilities

State of Utah

Product Description

The Agency is responsible for:

- Providing direction and guidance for the scope of the project.
- Following change processes if the scope of the project changes.
- Providing access to needed business resources for information gathering, testing and sign-off.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
DCFinder	The system needs to be available during normal business hours, Mon-Friday. It needs to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

Resolution Time:

Resolution time measures DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measures DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
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Product Description

Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied